

Figure 1

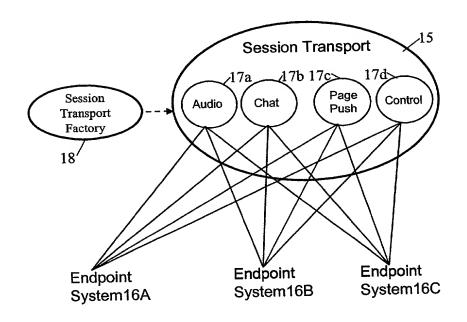
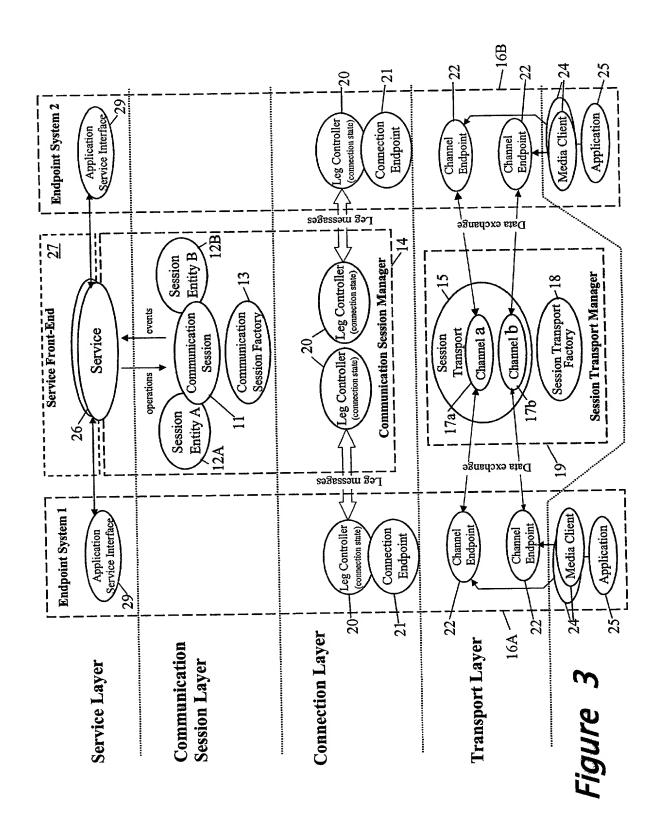


Figure 2



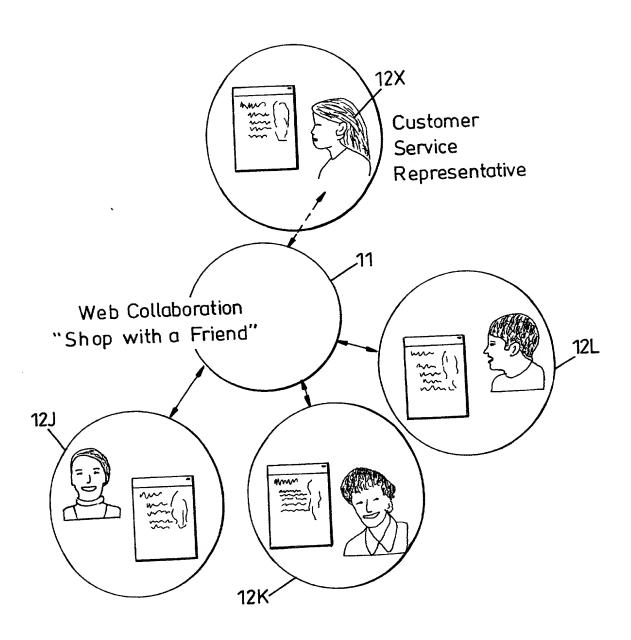


Fig. 4

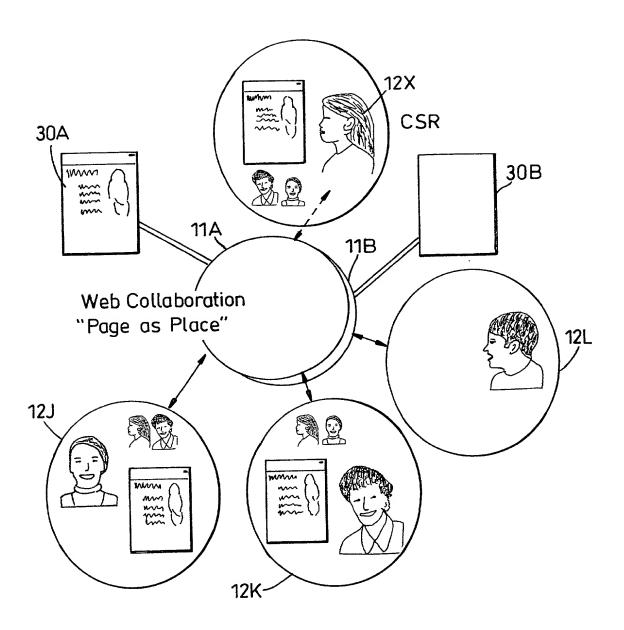


Fig. 5

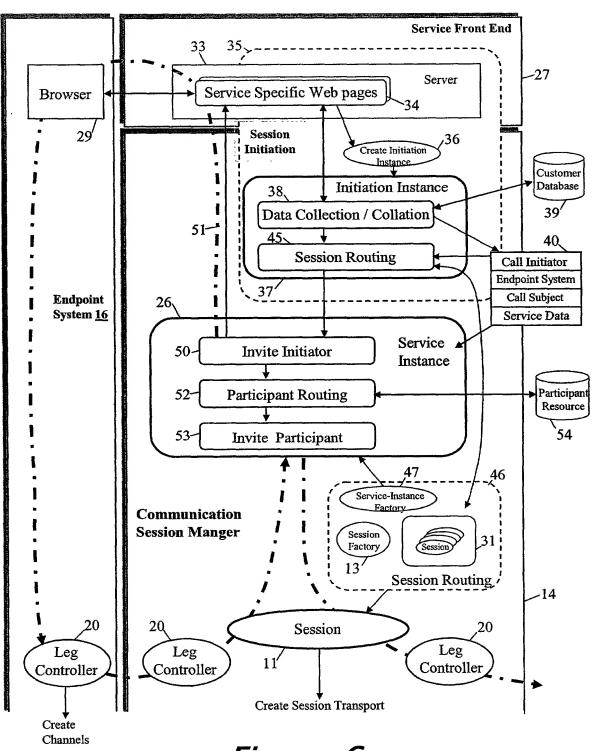


Figure 6

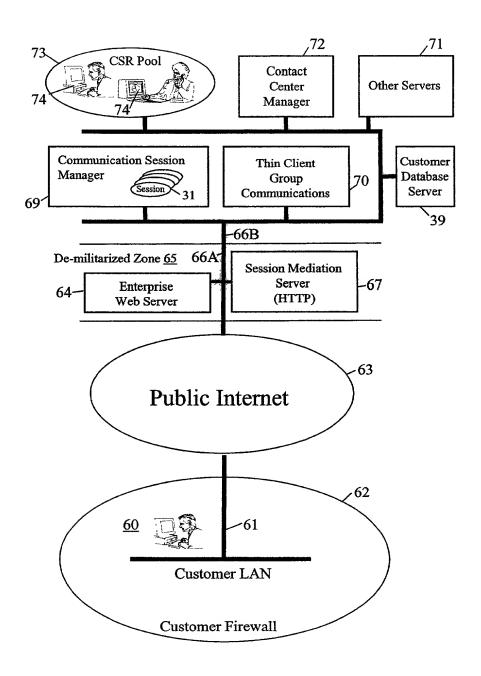
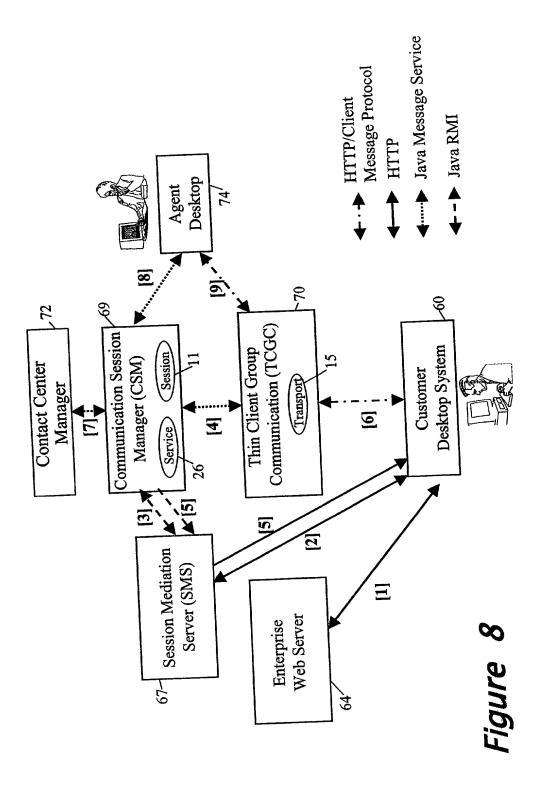
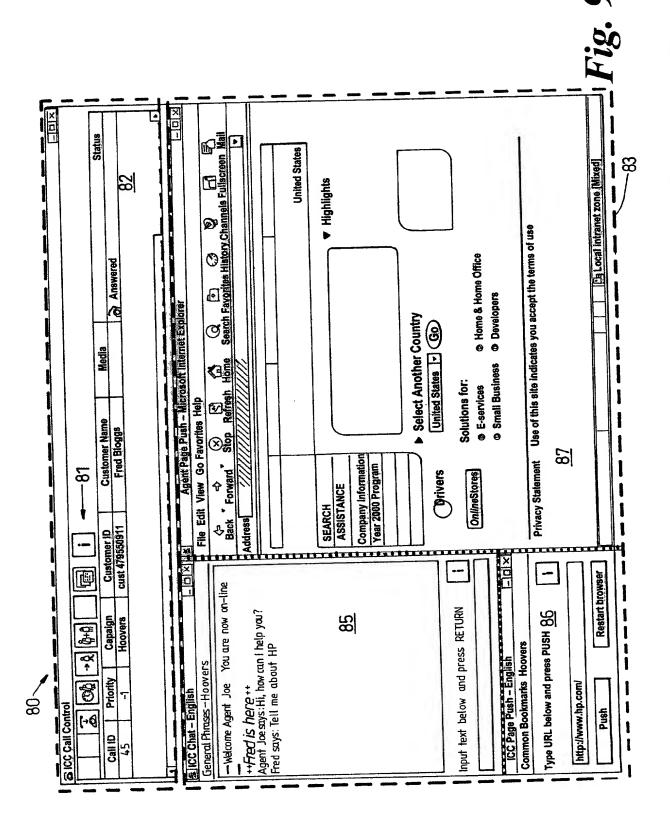


Figure 7



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ICC Chat	- □ ×
No call selected	
Input text below and press RETURN	Fig. 10
ICC Chat – English General Phrases Hoovers—97 =Welcome Agent Joe ! You are now	<u> - □ × </u> 95
on-line. = **Fred is here** Agent Joe says: Hi, how can I help you'	
input text below and press RETURN	Fig. 11
ICC Page Push – English Common Bookmarks Hoovers	L-O×
98 Type URL below and press PUSH http:////help.html	1
Push	browser 86 Fig 12

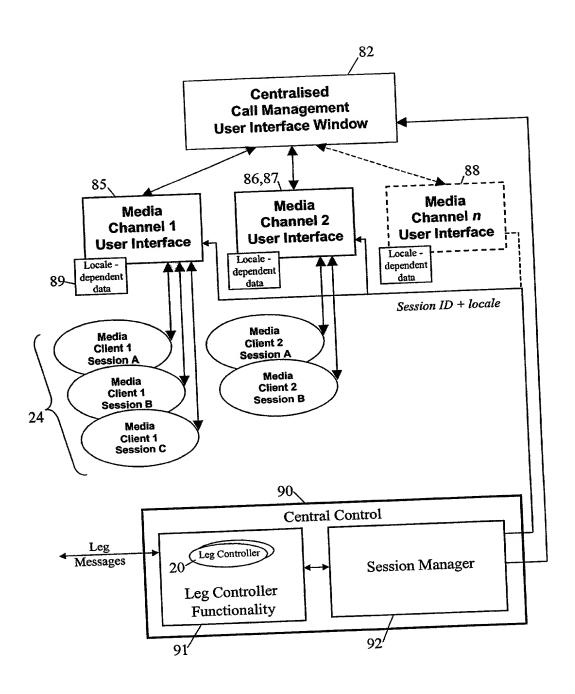


Figure 13

X D T		Status		Normal call		87	4
		 Madia	-	G			
			Customer ID Customer Name	Fred Bloggs	- (
			Campaign Cu	+	HOOVETS cus		
	S ICC Call Control		Drinity	Linguis	1		
1	3 3 3 8		1	Call ID	39		

Fig. 14

gicc ca	Il Control						
		9 ½ – ½	<u>k</u> + 2	i			
Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status	
41	1	Hoovers	Cust-479550911	Fred Blogs	Cust-479550911	Answered	
						<u>82</u>	
4							
	Call ID	Call ID Priority	Call ID Priority Campaign	Call ID Priority Campaign Customer ID	Call ID Priority Campaign Customer ID Customer Name	Call ID Priority Campaign Customer ID Customer Name Media	Call ID Priority Campaign Customer ID Customer Name Media Status 41 -1 Hoovers Cust-479550911 Fred Blogs Cust-479550911 Answered

Fig. 15

ICC Chat - English	-	
No session for selected call.		Fig. 16
Input text below and press RETURN	i	85

81A - / - 8 1 9 C Ca	all Control	81C 8 7 - +	1D 81E = = = =				_ a :
		0k - 1	ĝ+ĝ	i	4	-81	
Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status	
43	-1	Hoovers	cust-1188498310	Cameron Diaz		Answered	
41	-1	Hoovers	cust-479550911	Fred Bloggs		Disconnected	
					-	82	
4						<u> </u>	

Fig. 17

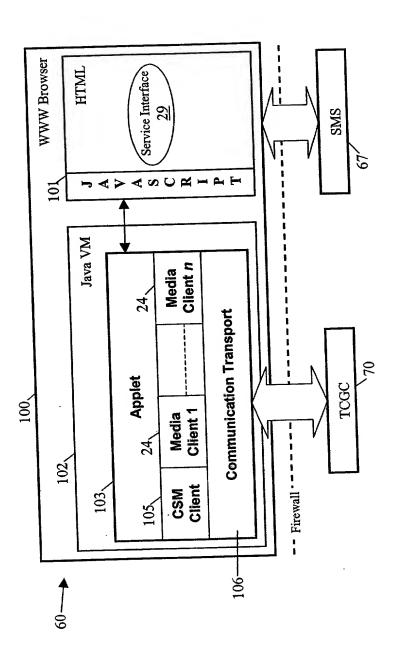
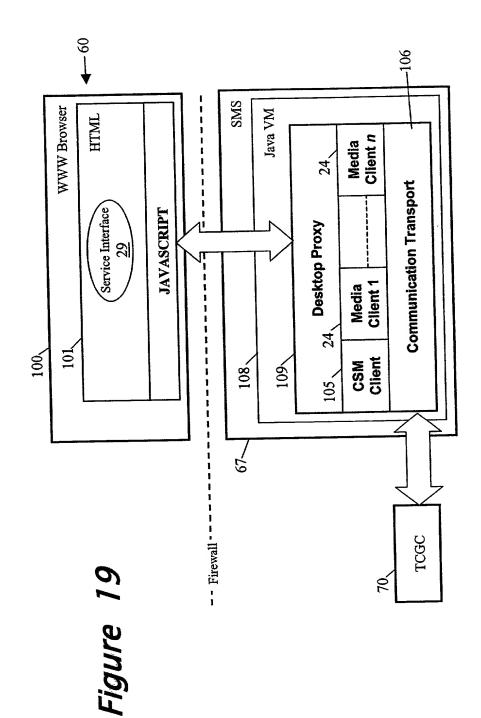
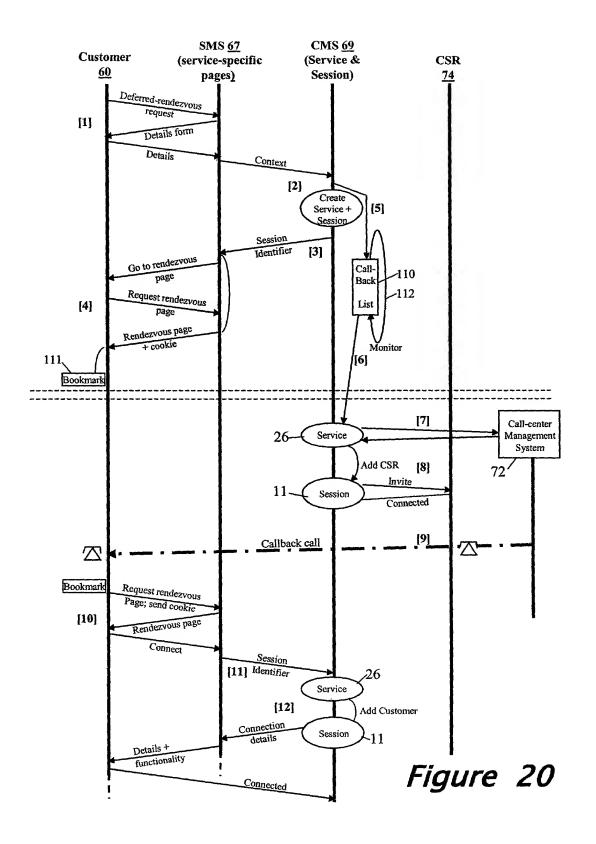


Figure 18

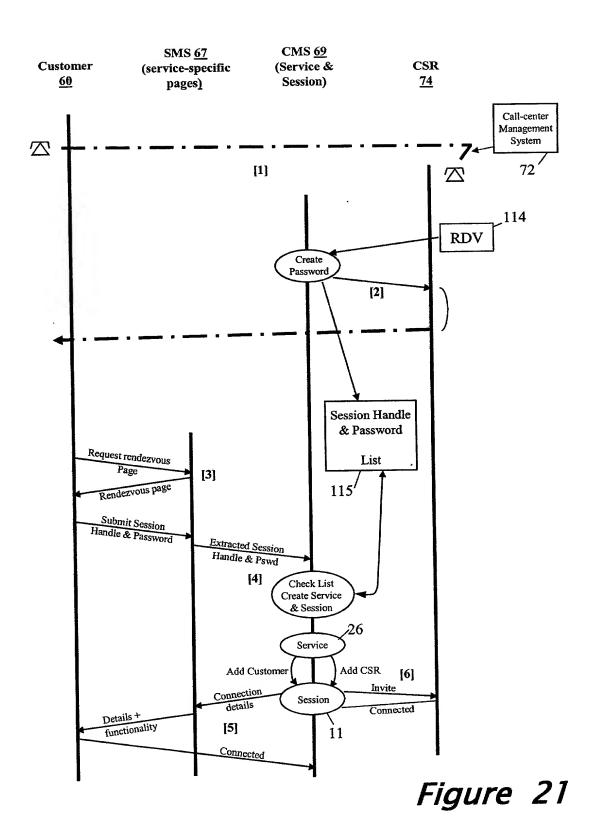
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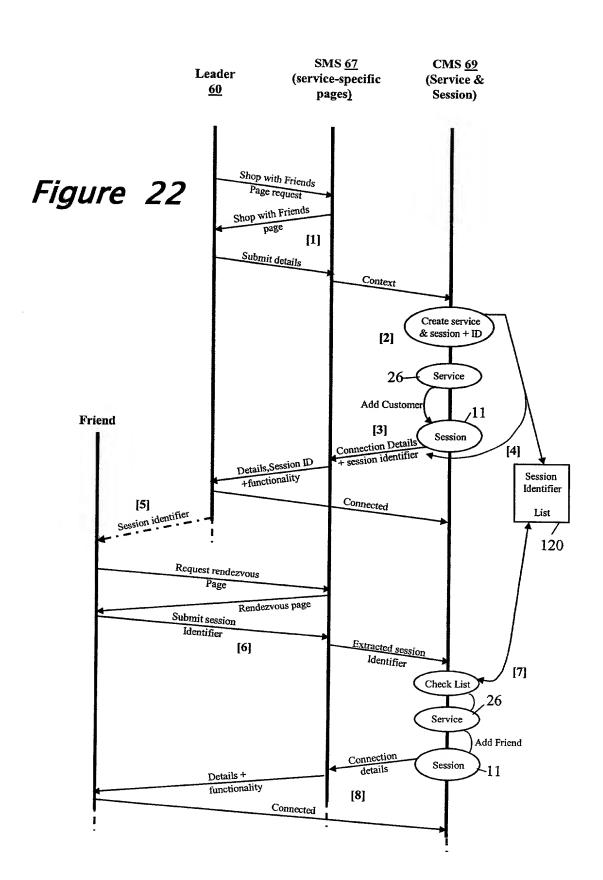
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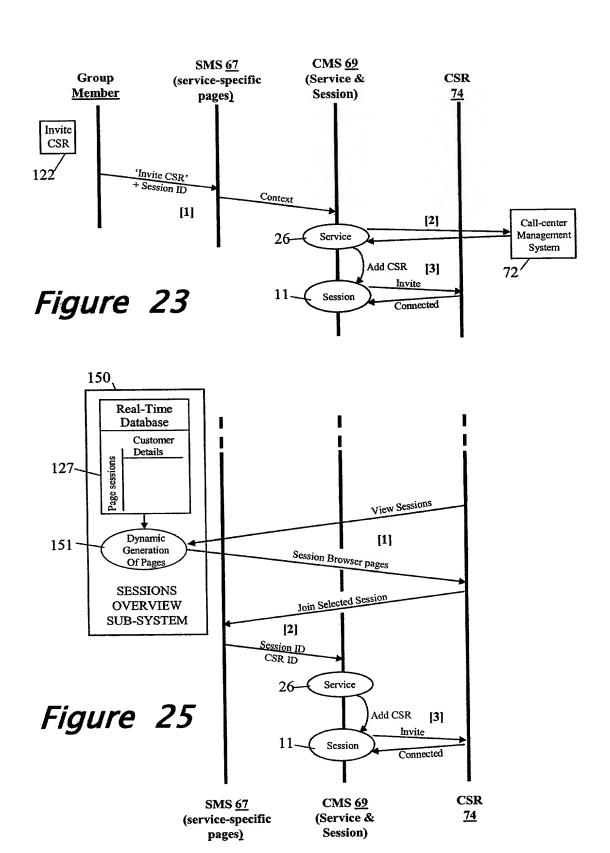




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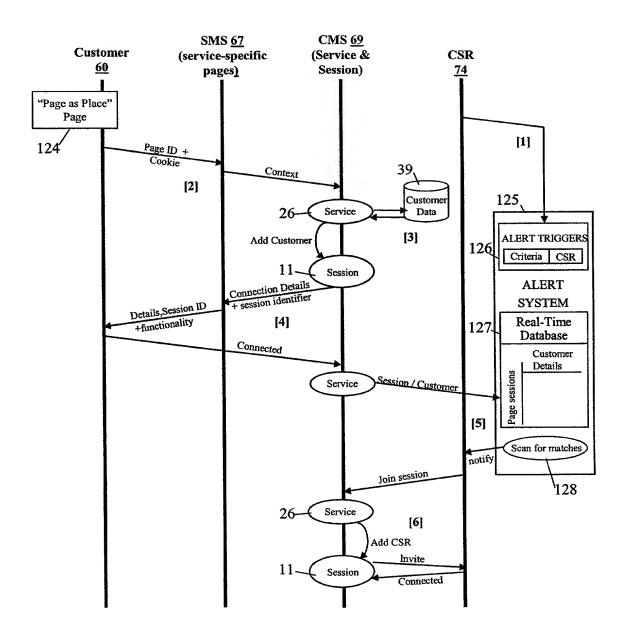


Figure 24

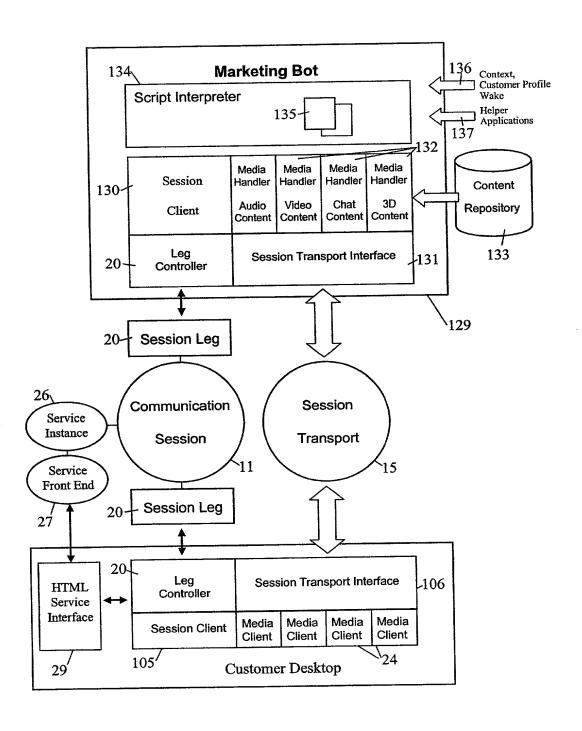


Figure 26

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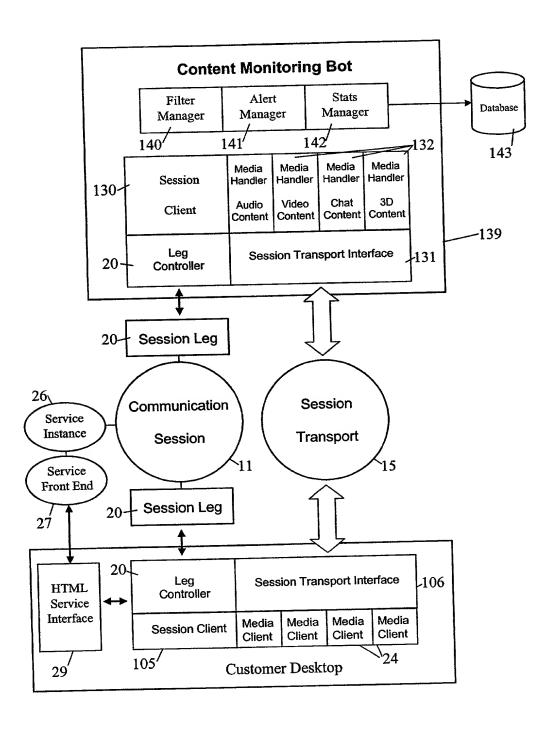


Figure 27